

ILLINOIS BELL  
TELEPHONE COMPANY

**SBC**  
Tariff

ILL. C.C. NO. 20  
PART 2 SECTION 11

PART 2 - General Terms and Conditions  
SECTION 11 - Performance Measurements

1st Revised Sheet No. 208  
Cancels  
Original Sheet No. 208

# **1. PERFORMANCE MEASUREMENTS (cont'd)**

## **E. BUSINESS RULES (cont'd)**

Unbundled Network Elements (UNEs)

Provisioning

### **55. Measurement - Average Installation Interval**

(T)

#### **Definition**

Average business days from application date to completion date for N, T, and C orders. The "X" business days is determined based on quantity of UNE loops ordered and the associated standard interval.

(T)

#### **Exclusions**

- Specials and Interconnection Trunks.
- UNE-Ps captured in the POTS or Specials measurements.
- Orders that are not N, T, or C.
- Telecommunications carrier requested due dates greater than "X" business days as set out below.
- Telecommunications carrier caused and/or end-user caused misses.
- Orders where telecommunications carriers are charged expedite charges
- Orders included in PM 55.2
- Service requests involving major projects mutually agreed upon by telecommunications carriers and Company. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.

(T)

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

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**E. BUSINESS RULES (cont'd)**

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

**55. Measurement - Average Installation Interval (cont'd)**

(T)

**Business Rules**

The Application Date is the day that the Company receives the customer initiated service request. The Completion Date is the day that the Company personnel complete the service order activity. The base of items is out of WFA (Work Force Administration). If an order is completed on a Saturday, Sunday or Holiday, the Company will include that day in the calculation of interval.

(T)

(T)

For DSL Loop Orders: The Application Date is the day that the telecommunications carrier authorizes the Company to provision the DSL based on the loop qualification. If the loop qualification determines that no conditioning is required, the Company will initiate the service order when the loop qualification is returned from the Company engineering but the date the order was received will be the application date. If conditioning is required, the Company will reject the order back to the telecommunications carrier and wait for a supplement from the telecommunications carrier notifying the Company of the appropriate action to take. If the telecommunications carrier supplements the DSL order, the Company will issue the order and the application date will be the date that the Company receives the supplement. The Completion Date is the day that the Company personnel complete the service order activity. The base of items is out of WFA (Work Force Administration) and it is reported at a circuit level. If an order is completed on a Saturday, Sunday, or Holiday, the Company will include that day in the calculation of interval.

(N)

(N)

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/1/ Material formerly appeared on Original Sheet 208 of this Section.

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

***E. BUSINESS RULES (cont'd)***

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

**55. Measurement - Average Installation Interval (cont'd)**

(T)

**Levels of Disaggregation**  
**Geographic**

(T)

- 2-Wire Analog (1-10)
- 2-Wire Analog (11-20)
- 2-Wire Analog (20+)
- 2-Wire Digital (1-10)
- 2-Wire Digital (11-20)
- 2-Wire Digital (20+)
- DS1 loop(includes PRI)
- Switch Ports - Analog Port
- Switch Ports - BRI Port (1-50)
- Switch Ports - BRI Port (50+)
- Switch Ports - PRI Port (1-20)
- Switch Ports - PRI Port (20+)
- DS1 Trunk Port (1 to 10)
- DS1 Trunk Port (11 to 20)
- DS1 Trunk Port (20+)
- Dedicated Transport (DS0, DS1, and DS3) (1-10)
- Dedicated Transport (DS0, DS1, and DS3) (11-20)
- Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types
- UNE-OCN
- DS3-Loop only
- DSL Loops requiring conditioning
  - Line Sharing
  - No Line Sharing
- DSL Loops requiring no conditioning
  - Line Sharing
  - No Line Sharing
- Broadband DSL
  - Line Sharing
  - No Line Sharing
- EELs
  - 2 wire analog
  - 4 wire analog
  - Digital
  - Transport

(N)

(N)

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

(N)

***E. BUSINESS RULES (cont'd)***

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

**55. Measurement - Average Installation Interval (cont'd)**

**Benchmark (cont'd)**

DSL Loops requiring conditioning

- Line Sharing - Parity
- No Line Sharing - 10 Business Day; Critical z-value applies.

DSL Loops requiring no conditioning

- Line Sharing - Parity
- No Line Sharing - 5 Business Day; Critical z-value applies.

UNE-OCN (Diagnostic)

DS3-Loop only (Diagnostic)

Broadband DSL

- Line Sharing - Parity
- No Line Sharing - 5 Business Days

EELs (Diagnostic)

- 2 wire analog
- 4 wire analog
- Digital
- Transport

(N)

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## 1. PERFORMANCE MEASUREMENTS (cont'd)

<b><i>E. BUSINESS RULES (cont'd)</i></b>
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Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

56. **Measurement** - Percent Installations Completed Within Customer Requested Due Date (T)

**Definition**

Percent installations completed within customer requested due date when the date is later than or equal to the standard offered interval as defined in the telecommunications carrier manual or, if expedited (accepted or not accepted), the date agreed to by the Company.

**Exclusions**

- Specials and Interconnection Trunks.
- UNE-P captured in the POTS or Specials measurements.
- Orders that are not N, T, or C.
- Telecommunications carrier caused and/or end-user caused misses. (T)
- Orders where telecommunication carriers are charged expedite charges
- Orders included in PM 56.1
- Facility misses counted in PM 60 (N)

**Business Rules**

The Application Date is the day that the Company receives the customer initiated service request. The Completion Date is the day that the Company personnel complete the service order activity. The base of items is out of WFA (Work Force Administration).

If an order is completed on a Saturday, Sunday or Holiday, the Company will include that day in the calculation of interval.

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# **1. PERFORMANCE MEASUREMENTS (cont'd)**

## **E. BUSINESS RULES (cont'd)**

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

### **56. Measurement - Percent Installations Completed Within Customer Requested Due Date (cont'd)** (T)

#### **Levels of Disaggregation**

##### **Geographic** (T)

- 2-Wire Analog (1-10)
- 2-Wire Analog (11-20)
- 2-Wire Analog (20+)
- 2-Wire Digital (1-10)
- 2-Wire Digital (11-20)
- 2-Wire Digital (20+)
- DS1 loop (includes PRI)
- Switch Ports - Analog Port
- Switch Ports - BRI Port (1-50)
- Switch Ports - BRI Port (50+)
- Switch Ports - PRI Port (1-20)
- Switch Ports - PRI Port (20+)
- DS1 Trunk Port (1-10)
- DS1 Trunk Port (11-20)
- DS1 Trunk Port (20+)
- Dedicated Transport (DS0, DS1, and DS3) (1-10)
- Dedicated Transport (DS0, DS1, and DS3) (11-20)
- Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types
- DSL loops with no Line Sharing
  - Non Conditioned
  - Conditioned
- DSL loops with Line Sharing (T)
  - Non Conditioned (N)
  - Conditioned (N)
- UNE Loop Projects (Service requests/orders with >100 lines, circuits and/or telephone numbers, or mutually agreed to) - all orders included in the Projects disaggregation are excluded from any other disaggregation.

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

***E. BUSINESS RULES (cont'd)***

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

**56. Measurement - Percent Installations Completed Within Customer Requested Due Date (cont'd)** (T)

**Levels of Disaggregation (cont'd)**

- UNE-OCN
- DS3-Loop only
- Broadband DSL
  - Line Sharing
  - No Line Sharing
- EELs
  - 2 wire analog
  - 4 wire analog
  - Digital
  - Transport

(N)  
|  
(N)

**Calculation**

(# of items installed within  
the customer requested due date  
÷ total items) \* 100

**Report Structure**

Reported for telecommunications  
carrier, all telecommunications  
carriers and the Company Affiliate.

**Measurement Type**

Tier 1 - High  
Tier 2 - High

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

***E. BUSINESS RULES (cont'd)***

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

**56. Measurement - Percent Installations Completed Within Customer Requested Due Date (cont'd)** (T)

**Benchmark**

Illinois requires Parity.

The standard offered interval (X) is defined in business days as follows: (N)  
(N)

- 2-Wire Analog (1-10) - 3 days
- 2-Wire Analog (11-20) - 7 days
- 2-Wire Analog (20+) - 10 days
- 2-Wire Digital (1-10) - 3 days
- 2-Wire Digital (11-20) - 7 days
- 2-Wire Digital (20+) - 10 days
- DS1 loop (includes PRI) - 3 days
- Switch Ports - Analog Port - 2 days
- Switch Ports - BRI Port (1-50) - 3 days
- Switch Ports - BRI Port (50+) - 5 days
- Switch Ports - PRI Port (1-20) - 5 days
- Switch Ports - PRI Port (20+) - 10 days
- DS1 Trunk Port (1-10) - 3 days
- DS1 Trunk Port (11-20) - 5 days
- DS1 Trunk Port (20+) - ICB
- Dedicated Transport (DS0, DS1, and DS3) (1-10) - 3 days
- Dedicated Transport (DS0, DS1, and DS3) (11-20) - 5 days
- Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types - ICB
- DSL loops with no Line Sharing
  - Non Conditioned - 5 days
  - Conditioned - 10 Days
- DSL loops with Line Sharing - Parity with Company Affiliate
- UNE Loop Projects - As negotiated/ICB

(T)

(T)

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

(N)

<b><i>E. BUSINESS RULES (cont'd)</i></b>
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Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

**56. Measurement - Percent Installations Completed Within Customer  
Requested Due Date (cont'd)**

**Benchmark (cont'd)**

The standard offered interval (X) is defined in business days as follows: (cont'd)

- UNE-OCN (Diagnostic)
- DS3-Loop only (Diagnostic)
- Broadband DSL
  - Line Sharing - Parity with the Company Affiliate
  - No Line Sharing - 5%
- EELs (Diagnostic)
  - 2 wire analog
  - 4 wire analog
  - Digital
  - Transport

(N)

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## 1. PERFORMANCE MEASUREMENTS (cont'd)

<b><i>E. BUSINESS RULES (cont'd)</i></b>
--

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

### 58. Measurement - Percent Company Caused Missed Due Dates

(T)

#### Definition

Percentage of items where installations are not completed by the negotiated due date.

#### Exclusions

- Specials and Interconnection Trunks.
- UNE-P captured in the POTS or Specials measurements.
- Orders that are not N, T, or C.
- Telecommunications carrier caused misses excluded from the numerator.
- Orders included in CLEC WI 11 - FMOD Missed Due Date.
- Facility misses counted in PM 60.

(T)

(T)

(N)

#### Business Rules

This includes items completed after the Due Date, due to a Company reason. This measurement is reported at a circuit level for all UNEs. Count any unsolicited FOC which modifies the due date as a missed due date.

The number of items on orders cancelled after a Company-caused missed due date is included in both the numerator and denominator.

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

**E. BUSINESS RULES (cont'd)**

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

**58. Measurement - Percent Company Caused Missed Due Dates (cont'd)** (T)

**Levels of Disaggregation**  
**Geographic** (T)

8.0 dB Loops Without Test Access (T)

BRI Loop With Test Access

ISDN BRI Port

DS1 Loop With Test Access

Dedicated Transport (T)

- DS1

- DS3

Subtending Channel

- 23B

- 1D

Analog Trunk Port

Subtending Digital Direct Combination Trunks

Dark Fiber

DSL Loops

- Line Sharing

- No Line Sharing

Broadband DSL

- Line Sharing

- No Line Sharing

UNE-OCN (N)

DS3-Loop only

EELs

- 2 wire analog

- 4 wire analog

- Digital

- Transport (N)

**Calculation**

(# of UNEs with missed due dates and the number of UNEs cancelled after the due date as result of a Company cause ÷ total items installed and total items cancelled as result of a Company cause) \*100

**Report Structure**

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

**E. BUSINESS RULES (cont'd)**

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

**58. Measurement - Percent Company Caused Missed Due Dates (cont'd)** (T)

**Measurement Type**

Tier 1 - None (T)

Tier 2 - None (T)

**Benchmark**

Parity	Retail Comparision	
8.0 dB Loops	POTS (Res and Bus combined and FW)	(T)
• Without Test Access		(D)
BRI Loop with Test Access	ISDN BRI	
ISDN BRI Port	ISDN BRI	
DS1 Loop	DS1 & ISDN PRI	
• With Test Access		
Dedicated Transport		
• DS1	DS1	
• DS3	DS3	
Subtending Channel		
• 23B	DDS	
• 1D	DDS	
Analog Trunk Port	VGPL	
Subtending Digital Direct		
Combination Trunks	VGPL	
Dark Fiber	DS3	
DSL Loops		
• Line Sharing	Parity with Company Affiliate	(T)
• No Line Sharing	5% (No critical z-value applies)	
Broadband DSL		
• Line Sharing	Parity with Company Affiliate	(T)
• No Line Sharing	5% (No critical z-value applies)	
UNE-OCN (Diagnostic)		(N)
DS3-Loop only (Diagnostic)		
EELs (Diagnostic)		
• 2 wire analog		
• 4 wire analog		
• Digital		
• Transport		(N)

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

**E. BUSINESS RULES (cont'd)**

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

**59. Measurement - Percent Trouble Reports Within 30 Days (I-30) of Installation** (T)

**Definition**

Percentage of UNE items that receive a network customer trouble report within 30 calendar days of service order completion. (T)

**Exclusions**

- Specials and Interconnection Trunks.
- Trouble tickets coded to CPE, Interexchange Carrier/Competitive Access Provider, and Information reports. (T)
- UNE-P captured in the POTS or Specials measurements. (T)
- Orders that are not N, T, or C. (D)
- PTRs as defined in PM 115.1 (N)
- Excludes DSL (Line Share/No Line Share) > 12 kft with load coils, repeaters, and/or excessive bridged taps (as indicated on the loop qual) for which the telecommunications carrier has not authorized conditioning and those load coils, repeaters and bridged taps are determined to be the cause of the trouble.
- Subsequent reports. A subsequent report is a repair report that is received while an existing repair report is open on the same circuit. (N)

**Business Rules** (T)

A trouble report is counted if it is received within 30 calendar days of a service order completion. The service order which generated the report must be an "add" in order for the trouble report to be counted. UNEs are selected based on a specific service code off of the circuit ID. This measurement is reported at a circuit level for all UNEs. (N)

The denominator for this measure is the total count of orders by circuit posted within the reporting month. However, the denominator will at a minimum be equal to the numerator. The numerator is the number of trouble reports received on or within 30 days after service order completion and closed within the reporting month. (N)

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# **1. PERFORMANCE MEASUREMENTS (cont'd)**

## **E. BUSINESS RULES (cont'd)**

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

### **59. Measurement - Percent Trouble Reports Within 30 Days (I-30) of Installation (cont'd)** (T)

#### **Level of Disaggregation**

##### **Geographic** (T)

8.0 dB Loops

- Without Test Access (T)

BRI Loop With Test Access

ISDN BRI Port

DS1 Loop

- With Test Access

Dedicated Transport

- DS1

- DS3

Subtending Channel

- 23B

- 1D

Analog Trunk Port

Subtending Digital Direct Combination Trunks

Dark Fiber

UNE-OCN

DS3-Loops only (N)

DSL Loops (N)

- Line Sharing

- No Line Sharing

Broadband DSL

- Line Sharing

- No Line Sharing

EELs

- 2 wire analog (N)

- 4 wire analog

- Digital

- Transport (N)

#### **Calculation**

(# of UNE circuits that receive a network customer trouble report within 30 calendar days of service order completion ÷ total UNE circuits installed ) \* 100

#### **Report Structure**

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate. (T)

(T)

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

**E. BUSINESS RULES (cont'd)**

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

**59. Measurement - Percent Trouble Reports Within 30 Days (I-30) of Installation (cont'd)** (T)

**Measurement Type**

Tier 1 - High

Tier 2 - High

**Benchmark**

	Parity	Retail Comparison	
8.0 dB Loops		POTS (Res and Bus combined and FW)	(T)
• Without Test Access			(T)
BRI Loop with Test Access		ISDN BRI	(D)
ISDN BRI Port		ISDN BRI	
DS1 Loop		DS1 and ISDN PRI	
• With Test Access			
Dedicated Transport			
• DS1		DS1	
• DS3		DS3	
Subtending Channel			
• 23B		DDS	
• 1D		DDS	
Analog Trunk Port		VGPL	
Subtending Digital Direct			
Combination Trunks		VGPL	
Dark Fiber		DS3	
DSL Loops			
• Line Sharing		Parity with Company Affiliate	(T)
• No Line Sharing		6% (No critical z-value applies)	
Broadband DSL			
• Line Sharing		Parity with Company Affiliate	(T)
• No Line Sharing		6% (No critical z-value applies)	
UNE-OCN (Diagnostic)			(N)
DS3-Loop only (Diagnostic)			
EELs (Diagnostic)			
• 2 wire analog			
• 4 wire analog			
• Digital			
• Transport			(N)

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

**E. BUSINESS RULES (cont'd)**

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

**60. Measurement - Percent Company Missed Due Dates Due To Lack Of Facilities** (T)

**Definition**

Percentage of items with missed committed due dates due to lack of facilities.

**Exclusions**

- Specials and Interconnection Trunks.
- UNE-P captured in the POTS or Specials measurements.
- Orders included in CLEC WI 11 - FMOD Missed Due Dates
- Orders that are not N, T, or C. (N)

**Business Rules**

Includes order with a completion date that is greater than the due date based on a Company missed reason code for lack of facilities. This measurement is reported at a circuit level for all UNEs. Count any unsolicited FOC which modifies the due date as a missed due date.

**Levels of Disaggregation**

**Geographic**

8.0 dB Loops

- Without Test Access
- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop
- With Test Access
- Dedicated Transport
- DS1
- DS3
- Subtending Channel
- 23B
- 1D

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(T)  
(D)  
/1/

/1/ Material formerly appeared on Original Sheet 234 of this Section.

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# **1. PERFORMANCE MEASUREMENTS (cont'd)**

## **E. BUSINESS RULES (cont'd)**

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

**60. Measurement - Percent Company Missed Due Dates Due To Lack Of Facilities (cont'd)** (T)

### **Levels of Disaggregation (cont'd)**

Analog Trunk Port /1/

Subtending Digital Direct Combination Trunks

Dark Fiber

UNE-OCN (N)

DS3-Loop only (N)

DSL Loops

- Line Sharing

- No Line Sharing

Broadband DSL (N)

- Line Sharing

- No Line Sharing

EELs

- 2 wire analog

- 4 wire analog

- Digital

- Transport (N)

Note: All the above disaggregations are reported for >30 calendar days and >90 calendar days (T)

### **Calculation**

(# of UNEs with missed committed  
due dates due to lack of facilities  
÷ total items installed) \* 100

### **Report Structure**

Reported for telecommunications  
carrier, all telecommunications  
carriers, the Company, and the  
Company Affiliate.

/1/ Material now appears on 1st Revised Sheet 233 in this Section.

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**E. BUSINESS RULES (cont'd)**

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

**60. Measurement - Percent Company Missed Due Dates Due To Lack Of Facilities (cont'd)** (T)

**Measurement Type**

Tier 1 - High (T)  
Tier 2 - High (T)

**Benchmark**

Parity	Retail Comparison	
8.0 dB Loops	POTS (Res and Bus combined and FW)	(T)
• Without Test Access		(D)
BRI Loop with Test Access	ISDN BRI	
ISDN BRI Port	ISDN BRI	
DS1 Loop	DS1 and ISDN PRI	
• With Test Access		
Dedicated Transport		
• DS1	DS1	
• DS3	DS3	
Subtending Channel		
• 23B	DDS	
• 1D	DDS	
Analog Trunk Port	VGPL	
Subtending Digital Direct		
Combination Trunks	VGPL	
Dark Fiber	DS3	(N)
UNE-OCN (Diagnostic)		(N)
DS3-Loop only (Diagnostic)		
DSL Loops		
• Line Sharing	Parity with Company Affiliate	(T)
• No Line Sharing	5% (No critical z-value applies)	
Broadband DSL		(N)
• Line Sharing	Parity with the Company Affiliate	
• No Line Sharing	6% (No critical z-value applies)	
EELs (Diagnostic)		
• 2 wire analog		
• 4 wire analog		
• Digital		
• Transport		(N)

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# 1. PERFORMANCE MEASUREMENTS (cont'd)

<b><i>E. BUSINESS RULES (cont'd)</i></b>
--

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

## 61. Measurement - Average Delay Days for Missed Due Dates Due To Lack Of Facilities (T)

### Definition

Average calendar days from due date to completion date on Company missed items due to lack of facilities.

### Exclusions

- Specials and Interconnection Trunks.
- UNE-P captured in the POTS or Specials measurements.
- Orders that are not N, T, or C.
- Orders included in CLEC WI 1 - FMOD Average Delay (N)

### Business Rules

The calculation is the difference in calendar days between the completion date and the due date. Includes orders missed due to lack of facilities that are selected based on the missed reason code. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID. (T)  
(T)

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# 1. PERFORMANCE MEASUREMENTS (cont'd)

## E. BUSINESS RULES (cont'd)

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

### 61. Measurement - Average Delay Days for Missed Due Dates Due To Lack Of Facilities (T)

#### Levels of Disaggregation

##### Geographic (T)

8.0 dB Loops (D)

- Without Test Access

BRI Loop With Test Access

ISDN BRI Port

DS1 Loop

- With Test Access

Dedicated Transport

- DS1

- DS3

Subtending Channel

- 23B

- 1D

Analog Trunk Port

Subtending Digital Direct Combination Trunks

Dark Fiber

UNE-OCN (N)

DS3-Loop only (N)

DSL Loops

- Line Sharing

- No Line Sharing

Broadband DSL

- Line Sharing

- No Line Sharing

EELs (N)

- 2 wire analog

- 4 wire analog

- Digital

- Transport (N)

#### Calculation

$\Sigma(\text{Completion date} - \text{UNE (8db loops are measured at the order level) due date}) \div (\text{total closed items with Company caused missed due dates due to lack of facilities})$

#### Report Structure

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

**E. BUSINESS RULES (cont'd)**

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

**61. Measurement - Average Delay Days for Missed Due Dates Due To Lack Of Facilities (cont'd)** (T)

**Measurement Type**

Tier 1 - None

Tier 2 - None

**Benchmark**

Parity	Retail Comparison	
8.0 dB Loops	POTS (Res and Bus combined and FW)	(T)
• Without Test Access		(D)
BRI Loop with Test Access	ISDN BRI	
ISDN BRI Port	ISDN BRI	
DS1 Loop	DS1 and ISDN PRI	
• With Test Access		
Dedicated Transport		
• DS1	DS1	
• DS3	DS3	
Subtending Channel		
• 23B	DDS	
• 1D	DDS	
Analog Trunk Port	VGPL	
Subtending Digital Direct		
Combination Trunks	VGPL	
Dark Fiber	DS3	
UNE-OCN (Diagnostic)		(N)
DS3-Loop only (Diagnostic)		(N)
DSL Loops		
• Line Sharing	Parity with the Company Affiliate	(T)
• No Line Sharing	6.5 Days	(T)
Broadband DSL		(N)
• Line Sharing	Parity with the Company Affiliate	
• No Line Sharing	6.5 Days (No critical z-value applies)	
EELs (Diagnostic)		
• 2 wire analog		
• 4 wire analog		
• Digital		
• Transport		(N)

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

<b><i>E. BUSINESS RULES (cont'd)</i></b>
--

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

**62. Measurement - Average Delay Days For Company Caused Missed Due Dates**

(T)

**Definition**

Average calendar days from due date to completion date on Company missed items.

**Exclusions**

- Specials and Interconnection Trunks.
- UNE-P captured in the POTS or Specials measurements.
- Orders that are not N, T, or C.
- Orders included in CLEC WI 1 - FMOD Average Delay.
- Orders counted in PM 61.

(N)

(N)

**Business Rules**

The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID.

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

**E. BUSINESS RULES (cont'd)**

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

**62. Measurement - Average Delay Days For Company Caused Missed Due Dates (cont'd)** (T)

**Levels of Disaggregation**

**Geographic** (T)

8.0 dB Loops

- Without Test Access (D)

BRI Loop With Test Access

ISDN BRI Port

DS1 Loop

- With Test Access

Dedicated Transport

- DS1

- DS3

Subtending Channel

- 23B

- 1D

Analog Trunk Port

Subtending Digital Direct Combination Trunks

Dark Fiber

UNE-OCN (N)

DS3-Loop only (N)

DSL Loops

- Line Sharing

- No Line Sharing

Broadband DSL (N)

- Line Sharing

- No Line Sharing

EELs

- 2 wire analog

- 4 wire analog

- Digital

- Transport (N)

**Calculation**

$$\frac{\sum(\text{Completion date} - \text{UNE due date})}{\div (\text{total closed items with Company caused missed due dates})}$$

**Report Structure**

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

**E. BUSINESS RULES (cont'd)**

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

**62. Measurement - Average Delay Days For Company Caused Missed Due Dates (cont'd)** (T)

**Measurement Type**

Tier 1 - None (T)  
Tier 2 - None

**Benchmark**

Parity	Retail Comparison	
8.0 dB Loops	POTS (Res and Bus combined and FW)	(T)
• Without Test Access		(D)
BRI Loop with Test Access	ISDN BRI	
ISDN BRI Port	ISDN BRI	
DS1 Loop	DS1 and ISDN PRI	
• With Test Access		
Dedicated Transport		
• DS1	DS1	
• DS3	DS3	
Subtending Channel		
• 23B	DDS	
• 1D	DDS	
Analog Trunk Port	VGPL	
Subtending Digital Direct		
Combination Trunks	VGPL	
Dark Fiber	DS3	
UNE-OCN (Diagnostic)		(N)
DS3-Loop only (Diagnostic)		(N)
DSL Loops		
• Line Sharing	Parity with Company Affiliate	(T)
• No Line Sharing	6.5 days (No critical z-value applies)	(T)
Broadband DSL		(N)
• Line Sharing	Parity with Company Affiliate	
• No Line Sharing	6.5 days (No critical z-value applies)	
EELs (Diagnostic)		
• 2 wire analog		
• 4 wire analog		
• Digital		
• Transport		(N)

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

**E. BUSINESS RULES (cont'd)**

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

**63. Measurement - Percent Company Caused Missed Due Dates > 30 days** (T)  
(cont'd)

**Levels of Disaggregation**

**Geographic**

8.0 dB Loops

- Without Test Access
- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop

- With Test Access
- Dedicated Transport

- DS1
- DS3
- Subtending Channel

- 23B
- 1D
- Analog Trunk Port
- Subtending Digital Direct Combination Trunks
- Dark Fiber

UNE-OCN

DS3-Loop only

DSL Loops

- Line Sharing
- No Line Sharing

Broadband DSL

- Line Sharing
- No Line Sharing

EELs

- 2 wire analog
- 4 wire analog
- Digital
- Transport

(T)  
(D)

(N)  
(N)

(N)

(N)

**Calculation**

(# of UNEs completed greater  
than 30 calendar days following  
the due date ÷ total items ) \*  
100

**Report Structure**

Reported for telecommunications  
carrier, all telecommunications  
carriers, the Company, and the  
Company Affiliate.

(T)

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

**E. BUSINESS RULES (cont'd)**

Unbundled Network Elements (UNEs) (cont'd)

Provisioning (cont'd)

**63. Measurement - Percent Company Caused Missed Due Dates > 30 days (cont'd)** (T)

**Measurement Type**

Tier 1 - Med (T)  
Tier 2 - None

**Benchmark**

Parity	Retail Comparison	
8.0 dB Loops	POTS (Res and Bus combined and FW)	(T)
• Without Test Access		(T)
BRI Loop with Test Access	ISDN BRI	(D)
ISDN BRI Port	ISDN BRI	
DS1 Loop	DS1 and ISDN PRI	
• With Test Access		
Dedicated Transport		
• DS1	DS1	
• DS3	DS3	
Subtending Channel		
• 23B	DDS	
• 1D	DDS	
Analog Trunk Port	VGPL	
Subtending Digital Direct		
Combination Trunks	VGPL	
Dark Fiber	DS3	
DSL Loops		
• Line Sharing	Parity with Company Affiliate	(T)
• No Line Sharing		(D)
UNE-OCN (Diagnostic)		
DS3-Loop only (Diagnostic)		(N)
Broadband DSL		
• Line Sharing	Parity with Company Affiliate	
• No Line Sharing	6% (No critical z-value applies)	
EELs		
• 2 wire analog		
• 4 wire analog		
• Digital		
• Transport		(N)

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

***E. BUSINESS RULES (cont'd)***

Unbundled Network Elements (UNEs) (cont'd)

Maintenance

**65. Measurement - Trouble Report Rate**

(T)

**Definition**

The number of network customer trouble reports within a calendar month per 100 UNEs.

**Exclusions**

- Specials and Interconnection Trunks.
- Trouble tickets coded to CPE, Interexchange Carrier/Competitive Access Provider, and Information reports.
- PTRs as defined in PM 115.1
- UNE-P captured in the POTS or Specials measurements.
- Excludes DSL (Line Share/No Line Share) > 12 kft with load coils, repeaters, and/or excessive bridged taps (as indicated on the loop qual) for which the telecommunications carrier has not authorized conditioning and those load coils, repeaters and bridged taps are determined to be the cause of the trouble.

(T)

(T)

(N)

(N)

**Business Rules**

Repair reports are entered into and tracked via WFA. Reports are counted in the month they close.

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

**E. BUSINESS RULES (cont'd)**

Unbundled Network Elements (UNEs) (cont'd)

Maintenance

**65. Measurement - Trouble Report Rate (cont'd)**

(T)

**Levels of Disaggregation**

**Geographic**

8.0 dB Loops

(D)

- Without Test Access
- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop

- With Test Access
- Dedicated Transport

- DS1
- DS3
- Subtending Channel
- 23B
- 1D

Analog Trunk Port  
Subtending Digital Direct Combination Trunks  
Dark Fiber

UNE-OCN

DS3-Loop only

(N)

DSL Loops

(N)

- Line Sharing
- No Line Sharing
- Interconnection Trunks
- Broadband DSL

- Line Sharing
- No Line Sharing

EELs

- 2 wire analog
- 4 wire analog
- Digital
- Transport

(N)

(N)

Calculation

Report Structure

[# of network trouble reports ÷  
(Total UNEs in service ÷ 100)]

Reported for telecommunications  
carrier, all telecommunications  
carriers, the Company, and the  
Company Affiliate.

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

**E. BUSINESS RULES (cont'd)**

Unbundled Network Elements (UNEs) (cont'd)

Maintenance

**65. Measurement - Trouble Report Rate (cont'd)**

(T)

**Measurement Type**

Tier 1 - None  
Tier 2 - None

**Benchmark**

Parity	Retail Comparison	
8.0 dB Loops	POTS (Bus)	(T)
• Without Test Access		(D)
BRI Loop with Test Access	ISDN BRI	
ISDN BRI Port	ISDN BRI	
DS1 Loop	DS1 and ISDN PRI	
• With Test Access		
Dedicated Transport		
• DS1	DS1	
• DS3	DS3	
Subtending Channel		
• 23B	DDS	
• 1D	DDS	
Analog Trunk Port	VGPL	
Subtending Digital Direct		
Combination Trunks	VGPL	
Dark Fiber	DS3	
UNE-OCN (Diagnostic)		(N)
DS3-Loop only (Diagnostic)		(N)
DSL Loops		
• Line Sharing	Parity with Company Affiliate	(T)
• No Line Sharing	3% (No critical z-value applies)	
Interconnections Trunks	Inter-office Trunks	
Broadband DSL		
• Line Sharing	Parity with Company Affiliate	(T)
• No Line Sharing	3% (No critical z-value applies)	
EELs (Diagnostic)		(N)
• 2 wire analog		
• 4 wire analog		
• Digital		(N)
• Transport		

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

**E. BUSINESS RULES (cont'd)**

Unbundled Network Elements (UNEs) (cont'd)

Maintenance

**65.1 Measurement - Trouble Report Rate net of installation and repeat reports** (T)

**Definition**

The number of customer trouble reports exclusive of installation and repeat reports within a calendar month per 100 UNEs.

**Exclusions**

- Specials and Interconnection Trunks.
- UNE-P captured in the POTS or Specials measurements.
- Trouble tickets coded to CPE, Interexchange Carrier/Competitive Access Provider, and Information reports. (T)
- PTRs as defined in PM 115.1. |
- Trouble reports counted in PM 59 or PM 69. (T)
- Excludes DSL (Line Share/No Line Share) > 12k ft with load coils, repeaters, and/or excessive bridged taps (as indicated on the loop qual) for which the telecommunications carrier has not authorized conditioning and those load coils, repeaters and bridged taps are determined to be the cause of trouble. (N)

**Business Rules**

Repair reports are tracked by trouble ticket type. Reports are counted in the month they close. (T)

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# **1. PERFORMANCE MEASUREMENTS (cont'd)**

## **E. BUSINESS RULES (cont'd)**

Unbundled Network Elements (UNEs) (cont'd)

Maintenance

**65.1 Measurement - Trouble Report Rate net of installation and repeat reports (cont'd)** (T)

### **Levels of Disaggregation**

#### **Geographic** (T)

8.0 dB Loops

- Without Test Access (D)

BRI Loop With Test Access

ISDN BRI Port

DS1 Loop

- With Test Access

Dedicated Transport

- DS1

- DS3

Subtending Channel

- 23B

- 1D

Analog Trunk Port

Subtending Digital Direct Combination Trunks

Dark Fiber

UNE-OCN

DS3-Loop only (N)

DSL Loops (N)

- Line Sharing

- No Line Sharing (D)

Broadband DSL

- Line Sharing

- No Line Sharing

EELs (N)

- 2 wire analog

- 4 wire analog

- Digital

- Transport (N)

### **Calculation**

[Count of trouble reports less  
installation and repeat reports ÷  
(Total UNEs in service ÷ 100)]

### **Report Structure**

Reported for telecommunications  
carrier, all telecommunications  
carriers, the Company, and the  
Company Affiliate.

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

**E. BUSINESS RULES (cont'd)**

Unbundled Network Elements (UNEs) (cont'd)

Maintenance

**65.1 Measurement - Trouble Report Rate net of installation and repeat reports (cont'd)** (T)

**Measurement Type**

Tier 1 - High

Tier 2 - High

**Benchmark**

Parity	Retail Comparison	
8.0 dB Loops	POTS (Bus)	(T)
• Without Test Access		(D)
BRI Loop with Test Access	ISDN BRI	
ISDN BRI Port	ISDN BRI	
DS1 Loop	DS1 and ISDN PRI	
• With Test Access		
Dedicated Transport		
• DS1	DS1	
• DS3	DS3	
Subtending Channel		
• 23B	DDS	
• 1D	DDS	
Analog Trunk Port	VGPL	
Subtending Digital Direct		
Combination Trunks	VGPL	
Dark Fiber	DS3	
UNE-OCN (Diagnostic)		(N)
DS3-Loop only (Diagnostic)		(N)
DSL Loops		
• Line Sharing	Parity with Company Affiliate	(T)
• No Line Sharing	3% (No critical z-value applies	
Interconnection Trunks	Inter-office Trunks	
Broadband DSL		
• Line Sharing	Parity with Company Affiliate	(T)
• No Line Sharing	3% (No critical z-value applies	
EELs (Diagnostic)		(N)
• 2 wire analog		
• 4 wire analog		
• Digital		(N)
• Transport		

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

**E. BUSINESS RULES (cont'd)**

Unbundled Network Elements (UNEs) (cont'd)

Maintenance

**67. Measurement - Mean Time To Restore**

(T)

**Definition**

Average duration of network telecommunications carrier trouble reports from the receipt of the telecommunications carrier trouble report to the time the trouble report is cleared.

**Exclusions**

- Specials and Interconnection Trunks.
- Trouble tickets coded to CPE, Interexchange Carrier/Competitive Access Provider, and Information reports.
- No Access Time for Wholesale and No Access tickets for Retail.
- Telecommunications carrier extended commitments.
- Delayed Maintenance Time.
- UNE-Ps captured in the POTS or Specials measurements.
- PTRs as defined in PM 115.2.
- Excludes DSL (Line Share/No Line Share) > 12k ft with load coils, repeaters, and/or excessive bridged taps (as indicated on the loop qual) for which the telecommunications carrier has not authorized conditioning and those load coils, repeaters and bridged taps are determined to be the cause of trouble.

(T)

(T)

(N)

(N)

(N)

**Business Rules**

The start time is when the report is received. The stop time is when the report is cleared in WFA.

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

***E. BUSINESS RULES (cont'd)***

Unbundled Network Elements (UNEs) (cont'd)

Maintenance

**67. Measurement - Mean Time To Restore (cont'd)** (T)

**Levels of Disaggregation**

**Geographic** (T)

8.0 dB Loops

- Without Test Access (D)

BRI Loop With Test Access

ISDN BRI Port

DS1 Loop

- With Test Access

Dedicated Transport

- DS1

- DS3

Subtending Channel

- 23B

- 1D

Analog Trunk Port

Subtending Digital Direct Combination Trunks

Dark Fiber

UNE-OCN

DS3-Loop only (N)

DSL Loops (N)

- Line Sharing

- No Line Sharing

Broadband DSL (D)

- Line Sharing

- No Line Sharing

EELs

- 2 wire analog

- 4 wire analog

- Digital

- Transport

(N)

(N)

Note: All the above disaggregations also reported for Dispatch and No Dispatch. (T)

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

**E. BUSINESS RULES (cont'd)**

Unbundled Network Elements (UNEs) (cont'd)

Maintenance

**67. Measurement - Mean Time To Restore (cont'd)** (T)

**Benchmark**

Parity	Retail Comparison	
8.0 dB Loops - Dispatched	POTS (Res and Bus combined and FW)	(T)
• Without Test Access		
8.0 dB Loops - Non-Dispatched	POTS (Res and Bus combined and FW)	(T)
• Without Test Access	ISDN BRI	(D)
BRI Loop with Test Access	ISDN BRI	
ISDN BRI Port	DS1 and ISDN PRI	
DS1 Loop		
• With Test Access		
Dedicated Transport	DS1	
• DS1	DS3	
• DS3		
Subtending Channel	DDS	
• 23B	DDS	
• 1D	VGPL	
Analog Trunk Port		
Subtending Digital Direct	VGPL	
Combination Trunks	DS3	
Dark Fiber		
UNE-OCN (Diagnostic)		(N)
DS3-Loop only (Diagnostic)		(N)
DSL Loops	Parity with Company Affiliate	(T)
• Line Sharing	9 Hours (No critical z-value applies)	
• No Line Sharing		
Broadband DSL		
• Line Sharing	Parity with Company Affiliate	(T)
• No Line Sharing	9 Hours (No critical z-value applies)	
EELs (Diagnostic)		(N)
• 2 wire analog		
• 4 wire analog		
• Digital		
• Transport		(N)

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# 1. PERFORMANCE MEASUREMENTS (cont'd)

## **E. BUSINESS RULES (cont'd)**

Unbundled Network Elements (UNEs) (cont'd)

Maintenance

### 69. Measurement - Percent Repeat Reports

(T)

#### **Definition**

Percentage of network customer trouble reports received within 30 calendar days of a previous customer trouble report.

#### **Exclusions**

- Specials and Interconnection Trunks.
- Trouble tickets coded to CPE, Interexchange Carrier/Competitive Access Provider, and Information reports.
- PTRs as defined in PM 115.1
- UNE-P captured in the POTS or Specials measurements.
- Excludes repeat troubles where the original customer report was excluded in PM 59.

(T)

(T)

(N)

(N)

#### **Business Rules**

Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 30 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports. If either the original or the second report within 30 days is a measured report, then the second report counts as a Repeat report.

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

**E. BUSINESS RULES (cont'd)**

Unbundled Network Elements (UNEs) (cont'd)

Maintenance

**69. Measurement - Percent Repeat Reports (cont'd)**

(T)

**Levels of Disaggregation**

**Geographic**

(T)

8.0 dB Loops

(D)

• Without Test Access

BRI Loop With Test Access

ISDN BRI Port

DS1 Loop

• With Test Access

Dedicated Transport

• DS1

• DS3

Subtending Channel

• 23B

• 1D

Analog Trunk Port

Subtending Digital Direct Combination Trunks

Dark Fiber

UNE-OCN

DS3-Loop only

(N)

DSL Loops

(N)

• Line Sharing

• No Line Sharing

Interconnection Trunks

Broadband DSL

• Line Sharing

• No Line Sharing

EELs

(N)

• 2 wire analog

• 4 wire analog

• Digital

• Transport

(N)

**Calculation**

(# of network customer trouble reports received within 30 calendar days of a previous customer trouble report ÷ total network customer trouble reports) \* 100

**Report Structure**

Reported for telecommunications carrier, all telecommunications carriers, the Company, and the Company Affiliate.

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

**E. BUSINESS RULES (cont'd)**

Unbundled Network Elements (UNEs) (cont'd)

Maintenance

**69. Measurement - Percent Repeat Reports (cont'd)**

(T)

**Measurement Type**

Tier 1 - High  
Tier 2 - High

**Benchmark**

Parity	Retail Comparison	
8.0 dB Loops	POTS (Res and Bus combined and FW)	(T)
• Without Test Access		(D)
BRI Loop with Test Access	ISDN BRI	
ISDN BRI Port	ISDN BRI	
DS1 Loop	DS1 and ISDN PRI	
• With Test Access		
Dedicated Transport		
• DS1	DS1	
• DS3	DS3	
Subtending Channel		
• 23B	DDS	
• 2D	DDS	
Analog Trunk Port	VGPL	
Subtending Digital Direct		
Combination Trunks		
Dark Fiber	VGPL	
UNE-OCN (Diagnostic)	DS3	
DS3-Loop only (Diagnostic)		(N)
DSL Loops		(N)
• Line Sharing		
• No Line Sharing	Parity with Company Affiliate	(T)
Interconnection Trunks	12% (No critical z-value applies)	
Broadband	Parity w/Retail Equivalent	
• Line Sharing		
• No Line Sharing	Parity with Company Affiliate	(T)
EELs (Diagnostic)	6% (No critical z-value applies)	
• 2 wire analog		(N)
• 4 wire analog		
• Digital		
• Transport		(N)